

FFT Monthly Summary: January 2016

DR J LAL'S PRACTICE
Code: G83628



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	18	2	5	2	0	0	0	0	96	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 306

Responses: 96

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	69	18	2	5	2	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	18	2	5	2	0	96
Total (%)	72%	19%	2%	5%	2%	0%	100%

Summary Scores

91% 7% 2%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

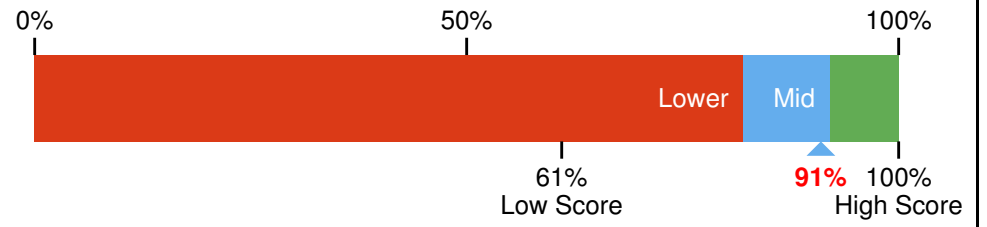
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring

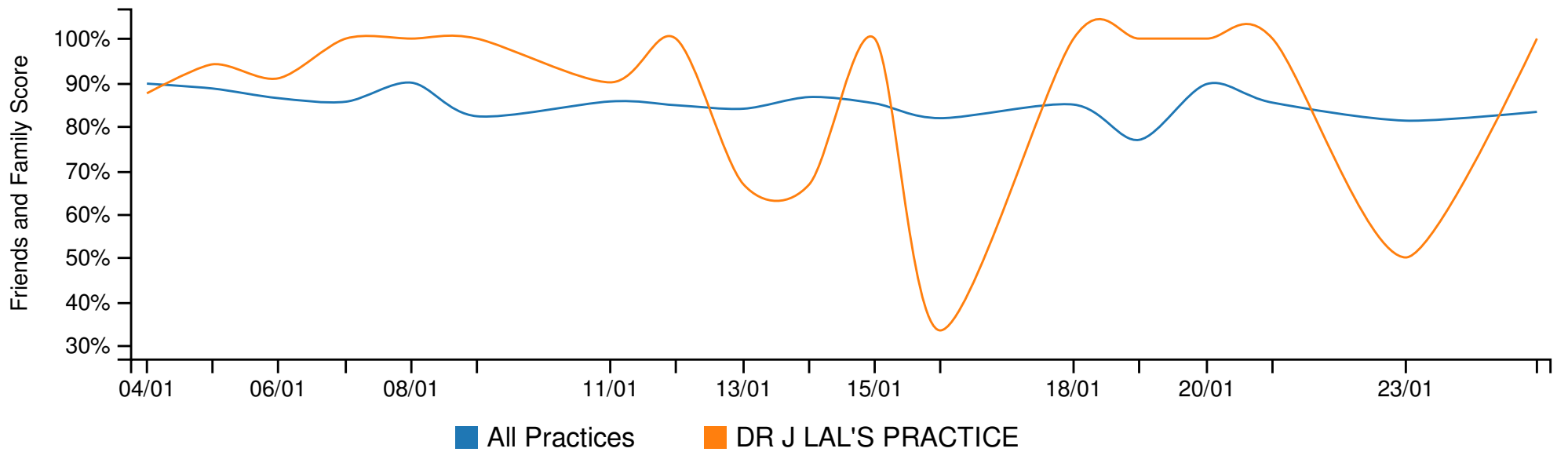
Practice Score: 'Recommended' Rank

Your Score: **91%**
Percentile Rank: **70TH**



- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

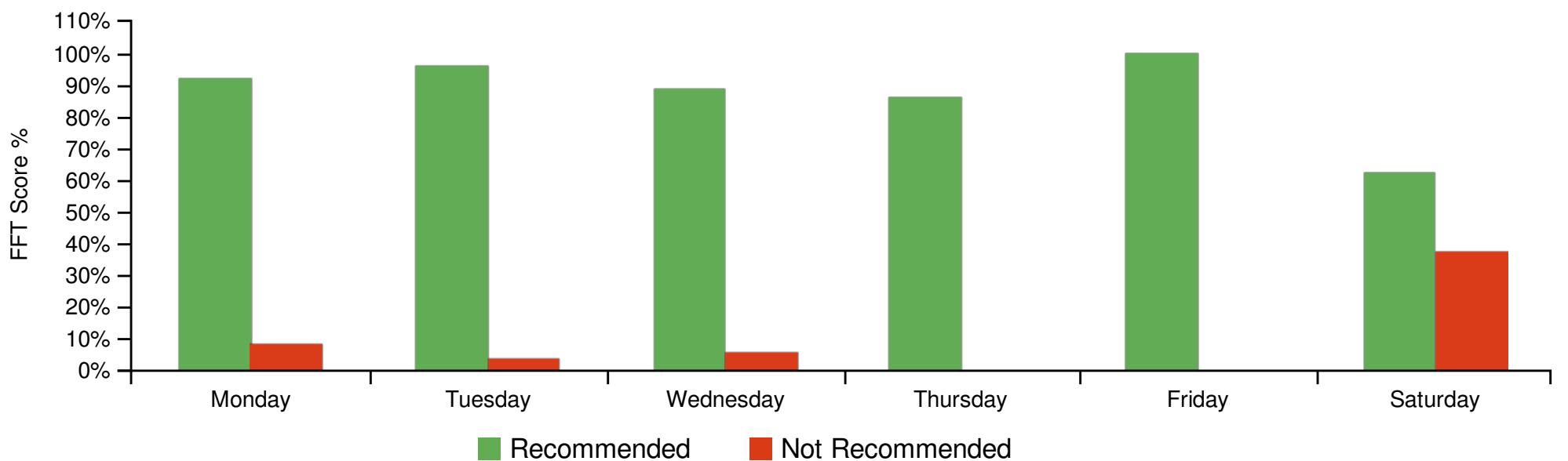
	< 25	25 - 65	65+
All Practices	82%	86%	91%
DR J LAL'S PRACTICE	83%	94%	83%

Gender



- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

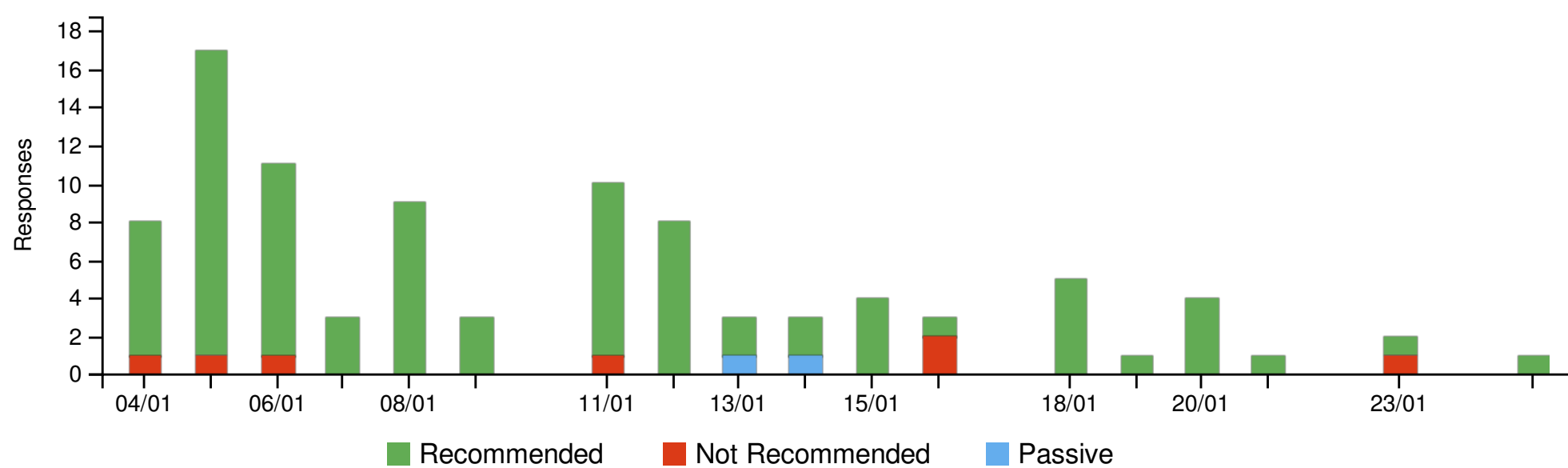
Practice Score: Day of the Week Analysis



- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis

Patient Responses



- Notes:
1. Total responses historic by day.
 2. Represents actual responses received from all methods.
 3. Responses classified as per NHS guidelines. See scoring guidance section.

- ✓ Very attentive doctor.
 - ✓ *Has been my doctors for 30 years would recommend this surgery to anyone. Administration staff great nurses great doctors well above high standard recommendations*
 - ✓ Was great being able to speak to a doctor the same day I called for an appointment, it was over the phone but that's ok. The doctor had read my notes, was kind and understanding and explained why my back could be hurting and is sending me for thorough checks. It was a good experience, thank you!
 - ✓ *Our reason is we have had very good service from you, and all the Doctors are really lovely, and very kind. also we were highly recommended to join your practice, by an old friend, & also Dr. Thenuwara who was our GP for over thirty years.*
 - ✓ I think dr Lal is a very good dr although I might have to wait a while to see him but most surgeries are the same no complaints from me
 - ✓ *Because I've found that you can always get an appointment. All the doctors and nurse Vicky are really friendly. Especially Vicky when it comes to dealing my child*
 - ✓ Happy with service I received to-day
 - ✓ *Excellent receptionists, nice facilities and friendly helpful doctors. Sometimes waiting time for appointments is too long.*
 - ✓ I feel you have a very efficient practice, especially opening on a Saturday morning. Great doctors, nurses and reception staff.
 - ✓ *I always feel very well looked after*
- X

Not Recommended

- ✓ I have to push for medicine and for my symptoms to be taken seriously. This time I felt I was dismissed without any real help or advice given. Disappointed.
- ✓ *The behaviour of the practitioner made me feel uncomfortable.*
- ✓ No help or advice from receptionist
- ✓ *ETry buying a ear wax machine !!!!*
- ✓ The nurse that I saw today was dreadful, very rude and unhelpful, she was a locum, usually the staff are lovely x
- ✓ *Not being able to get an appointment within 5 days, having to call 4 times to get an appointment, having to call at 3pm for an emergency evening appointment and long delays of 40 minutes in the waiting room.*
- ✓ Poor bedside manner, very clinical considering it was a frightened 3 year old having an injection.

Passive

- ✓ Nothing in particular
- ✓ *Dr Lal seems to be an experienced doctor but doesn't take the time to talk to the patient, just types on his computer and says come back in so many days.*